

SPSO decision report

Case: 201305629, The City of Edinburgh Council
Sector: local government
Subject: neighbour disputes and antisocial behaviour
Outcome: not upheld, no recommendations

Summary

Mrs C's neighbour is a council tenant living in temporary accommodation. Mrs C said that the tenant was noisy on a number of occasions, and she was unhappy with the council's response to the problem. She complained that the council were not dealing with this effectively, and that a housing officer gave neighbours incorrect information about who to contact if there were further problems.

We reviewed the relevant records and correspondence, as well as the council's comments on the complaint and their procedure for dealing with antisocial behaviour in temporary accommodation. We concluded that the council's actions were reasonable and were taken in line with their procedure. We also found no evidence that the housing officer had given incorrect information about who to contact, so we could not uphold Mrs C's complaint and we made no recommendations. We did, however, suggest to the council that they could in future consider providing written information, such as a leaflet, for neighbours with details of who to contact about any further antisocial behaviour.